

# **TRICARE\_help@amedd.army.mil**

## **WHAT IS THE TRICARE HELP E-MAIL SERVICE (THEMS)?**

THEMS is a free e-mail service that provides quick answers to TRICARE questions. Clinical questions should be referred to your primary care provider.

## **WHO RESPONDS TO E-MAIL REQUESTS?**

The U.S. Army Medical Command TRICARE staff. In some cases, referrals are made to other agencies for a response. For cases referred to other agencies, inquirers are informed who will respond to their inquiries. Information is kept confidential, and we track each e-mail inquiry to ensure answers are provided quickly and professionally.

## **WHEN WILL I RECEIVE A REPLY?**

In most cases, responses are provided within 1–2 business days. If an e-mail requires research or referral to other agencies, it may take longer; but, you can expect an interim response within 3–5 business days.

## **HOW CAN I USE THE HELP ADDRESS?**

The e-mail service can be accessed worldwide from any computer connected to the Internet. The e-mail address is: TRICARE\_help@amedd.army.mil.

## **COMMENTS FROM THEMS USERS**

“Thanks so much for your prompt and right on the mark answer.” - RS

“Thank you for your professional guidance, concern, and competence. Your assistance has cleared up the troubling problem that my wife has had with TRICARE benefits. We are grateful to you for your responsive efforts.” - JE

“Thank you for your help in getting TRICARE for Life to process our medical claims.... We appreciate the efforts made on our behalf.... We hope that we can fly solo now, but it is comforting to know that you are there for us (and countless others).” - WS

“Thank you so much for getting back to me. I really didn’t know what to do next, and I’m so impressed with how helpful you are.” - KR

## **THEMS NEWSLETTER**

THEMS publishes a newsletter each month with current TRICARE benefit information. If you would like to receive the THEMS newsletter monthly, please write to us at Tricare\_help@amedd.army.mil.